



OFFICE OF INJURED EMPLOYEE COUNSEL

NORMAN DARWIN, PUBLIC COUNSEL

Access Plan for Non-English Speakers

Pursuant to Texas Labor Code §404.005(a), the Office of Injured Employee Counsel (OIEC) shall prepare and maintain a written plan that describes how a person who does not speak English can be provided reasonable access to OIEC's programs. This report summarizes OIEC's efforts to ensure access by members of the non-English speaking public.

OIEC is responsible for assisting unrepresented injured employees in Texas. OIEC provides outreach and information materials for injured employees and employers. All literature and materials are available in Spanish and other languages, such as Chinese (Cantonese), Vietnamese, Laotian, and Korean, upon request.

Other resources are also available to members of the non-English speaking public. OIEC's toll-free number (1-866-EZE-OIEC • 1-866-393-6432) provides assistance to callers in both English and Spanish. Also, OIEC's website (www.oiec.state.tx.us) may be used as a helpful resource. There is also a feature on the OIEC Internet that will translate the OIEC HTML web pages into other languages including: Portuguese, Spanish, French, Italian, German, Dutch, Swedish, Russian, Greek, Arabic, Simplified Chinese, Traditional Chinese, Korean, and Japanese. At the top of the OIEC internet pages, in the upper right hand corner is a link that says "Translate Page." This will bring the user to the bottom of the page where they can select the language they wish to use and then translate the page.

OIEC has 24 field offices throughout the State to service the needs of injured employees. Nearly all of these offices have OIEC staff that is able to provide personal assistance in Spanish. Over 60% of the Ombudsman Program employees and 50% of the Customer Service employees speak Spanish and are available to assist non-English speaking customers.

OIEC provides interpreter services for non-English speakers through a state employee or a private provider. To request interpreter services, contact the Division of Workers' Compensation Customer Services at (512) 804-4636 or 1-800-372-7713. Interpreter services are also available for injured employees in various stages of the workers' compensation dispute resolution process. Description of OIEC's other services may be found in the agency's Compact with Texans.

OIEC is in compliance with Texas Labor Code §404.005(a) and is committed to making information and services available to Texans who speak languages other than English. Further, OIEC is committed to continue efforts to improve and expand its offerings to non-English speakers in the State.